

	<h2 style="text-align: center;">State Personnel Board Strategic Plan</h2> <p>The State Personnel Board has developed the following Strategic Plan to address the interim needs of our stakeholders in alignment with the HR Modernization Strategic Plan.</p>
Mission	<p>The mission of the State Personnel Board (SPB) is to provide an innovative, merit-based civil service system that fosters a talented and diverse state workforce to provide premier public service to all Californians.</p>
Vision	<p>To provide a highly qualified and diverse workforce for all California state agencies.</p>
Goal #1: Meet the State's Hiring Needs	<p>Simplify the Hiring Process</p> <ul style="list-style-type: none"> • Enhance the Use of Appropriate Lists to Hire • Simplify Transfer of List Eligibility • Revise Three-Waiver Policies and Procedures • Cert Waiver Issue No 1: Waiver of Interview vs. Appointment • Cert Waiver Issue No 2: Failure to Respond to Contact • Update On-Line List Certification and Clearance Training • Review the Rule of Three Ranks Policies and Procedures • Explore Expanding Position Specific Testing (Legislation) <p>Aid Departments in Filling Hiring Gaps</p> <ul style="list-style-type: none"> • Improve the State Personnel Board Website • Create an Intern Program (Legislation) • Explore Expanding Career Executive Assignment (CEA) Appointments to Include Retired Annuitants (Legislation) • Market the Staff Services Analyst (SSA) Classification to Colleges • Develop Recruitment Strategies for IT Project and Other Service-wide Classes • Develop Transfer Examination for Supervisors • Develop Examinations for New Information Technology Classes • Participate in the State and Consumer Services Agency's (SCSA) Creation of Boomerang, a Website to Attract Retired Annuitants Back to State Service <p>Re-Engineer Our Processes to Better Meet the State's Needs</p> <ul style="list-style-type: none"> • Reduce Number of Civil Service Classes • Implement the Examination and Certification Replacement Project • Clean-up of Invalidated Statutes (Legislation) • Amend Statutes Relating to Options of Delivery Service (Legislation)

	<ul style="list-style-type: none"> • Implement Competency Based Testing • Develop More On-Line Exams • Implement Continuous Testing • Change/Evaluate the Staff Services Analyst (SSA) On-Line Exam • Explore Ways to Administer Exams Outside of Sacramento <p>Provide More Resources to Departments</p> <ul style="list-style-type: none"> • Update Information on the Internet on how to Get a State Job • Develop and Publish New Job Analysis Manual • Streamline Job Analysis Training • Create Policy on List Appointment After Transfer • Develop and Publish the SSA Transfer Exam Study Guide
Goal #2: Meet Stakeholders' Needs	<p>Improve Communication and Improve Customer Service</p> <ul style="list-style-type: none"> • Explore Creating a Call Center • Improve Internal Communications on Public Inquiries • Provide Rapid Response to High Profile Requests • Develop Criteria for SPB Staff to Deliver Consistent Information to Clients • Improve Availability of SPB Information Including Website • Provide Customer Service Training to All SPB Staff • Develop Rules for Skills-Based Certification • Create Document Management System <p>Provide Resources to Departments</p> <ul style="list-style-type: none"> • Promote Mediation as an Option for Resolving Workplace Disputes • Explore Feasibility of Establishing Reasonable Accommodation (RA) Purchases into Department of General Services (DGS) Delegated Purchasing Program • Increase Training SPB Provides to Meet Departments' Needs • Establish Knowledge Management System (KMS) to Ensure Consistency
Goal #3: Provide Leadership to Ensure a Qualified Workforce	<p>Partner with Others</p> <ul style="list-style-type: none"> • Provide Leadership with HR Mod • Partner with Departments to Develop Comprehensive Equal Employment Opportunity (EEO) Training • Share and Market Vision with Stakeholders • Provide Support for April Workforce Planning Conference • Participate in the State and Consumer Services Agency's (SCSA) Creation of a Best Practices Website • Provide Change Management for the FI\$Cal Project • Provide Consultation on the 21st Century Project • Partner with the Employment Development Department (EDD) and Others to Provide Better Services to Job Seekers

	<p>Strengthen the Organization</p> <ul style="list-style-type: none"> • Share Strategic Plan with Staff • Improve SPB Staff Performance Management • Review, Update and Disseminate SPB Policies • Conduct Focus Groups with Customers • Conduct Employee Survey • Review “Policy” Past Decisions in Light of Law and Current Departmental Needs • Create a “Team” Culture at SPB
<p>Goal #4: Identify Process Improvements for the Department</p>	<p>Create Efficiencies and Improve Quality in the Appeals Division</p> <ul style="list-style-type: none"> • Review of All Appeals Processes • Centralize Hearings in Sacramento and Los Angeles • Address Appeals Backlog • Improve the Appeals Calendaring Systems • Create Paperless Process Throughout Appeals Division • Create an Automated Notification Process in Appeals Division • Create an Appeal Complaint Form for the Appellant to File with SPB • Expand Video-Conference Hearings • Develop Automated and Integrated Revenue/Expense/Billing/Collection Tracking System • Automate Time-Tracking System in Appeals Division <p>Make Improvements to Programs Within Consulting Services Division</p> <ul style="list-style-type: none"> • Identify Process Improvements in Bilingual Services Program (BSP) • Improve Certified Interpreter Program • Improve Limited Examination and Appointment Program (LEAP) • Review Civil Rights Program to Provide More Assistance to Department EEO Officers <p>Identify Process Improvements for the Merit Operations Division</p> <ul style="list-style-type: none"> • Improve CEA Position Allocation Criteria/Process • Process CEA Requests More Promptly • Conduct Comprehensive Review of Policies/Procedures for Resolving Appointment Issues <p>Identify Improvements for the Administrative Services Division</p> <ul style="list-style-type: none"> • Implement an Automated Registration System for External Training • Track Mandated Employee Training for SPB Employees • Create Performance Measures for All Programs • Strengthen the State Personnel Board’s Privacy and Information Security Program